



Healthcare Lifetime Warranty

Krug warrants Healthcare products to be free from defects in materials and workmanship for the lifetime of their use. This warranty is applicable to products in use by their original purchaser. This warranty does not apply to components and materials not manufactured by Krug: these are subject to the specific warranties of their manufacturers (if any). Repairs or replacement of any defect covered under this warranty by Krug will be made, at our option and method, at no charge to the original purchaser. Krug's judgment is final and binding with respect to the nature or cause of defects or damage, and the necessity or manner or repair or replacement.

This warranty does not apply to defects or damage resulting from:

- normal wear and tear occurring with the use of the product
- negligence, misuse, excessive use, alteration, improper cleaning or repair
- substitution or use of incorrect or unauthorized components or material
- handling or installation that is incorrect, or that causes damage or defect
- damage incurred by a freight carrier other than Krug
- wearing of finishes and fabrics, and normal variations in materials (including dye lot variations)
- properties of natural materials, including wood and leather
- exposure to environments with uncontrolled temperature and humidity (products must be transported, stored and used in climate- controlled conditions)
- mesh materials may wear or be damaged with use, and fraying, cuts, marring or any other damage caused by normal or excessive use are not a defect of the material.

An exception to the lifetime warranty is overbed tables, which have a warranty of 2 years from the date of purchase as well as Jordan Lounge Sleepers mechanism. The mechanism is covered by a 10 year limited warranty, and this coverage is subject to all of the other terms and conditions of Krug's warranty. Only manufacturing defects in the mechanism can be a cause for a claim under this warranty, and damage or malfunction occurring due to use of the mechanism, where there is no defect in the mechanism and its components, is not covered by this warranty. Along with other components of this product, the mechanism can be purchased by the purchaser for field replacement, should it become damaged or degraded due to use.



HEALTHCARE SOLUTIONS